

APPLIANCESERVICE.MABE.CA
PROCEDURES GUIDE



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Sign-in Page

The screenshot shows the Mabe appliance repair center sign-in page. At the top left, there are tabs for 'product search' and 'advanced search', and a search bar with 'enter model number' and a 'FIND' button. The main content area is titled 'Welcome to the mabe appliance repair center.' and contains three sections: 'Login To MABE' with a 'user name' field, a password field (represented by dots), and an 'ENTER' button; 'Model Search' with an 'enter model number' field and a 'SEARCH' button; and 'Service Locator' with a 'Postal Code' field and a 'SEARCH' button. Below the main content is a navigation menu with links for 'EMAIL', 'SERVICE LOCATOR', 'HELP', and 'CONTACT US'. Three callout boxes on the left point to the login, model search, and service locator sections respectively.

Enter your user name and password here

Search for non-technical information without signing in

Search for an authorized servicer

Password Page

On initial sign on you will be presented with the following page. All fields must be filled in and the waiver agreed to proceed with the site.

The language option is for future use when we have the French site operational.

Once you have completed the form, press the button 'Update My Information'. The program will check that the form is filled out properly and will open the news and events page. If there is an error, the field causing the error will show in red. Fix the error and resubmit.

Welcome to MABE

Please take a moment to update your contact information and change your Password before continuing on to the rest of the site.

Username:	userid
New Password:	<input type="text"/>
Password Hint:	<input type="text"/>
Company Name:	<input type="text"/>
Address:	<input type="text"/>
Address (cont.):	<input type="text"/>
City:	<input type="text"/>
Province:	<input type="text"/>
Postal Code:	<input type="text"/>
Phone:	<input type="text"/>
Fax:	<input type="text"/>
Email:	<input type="text"/>
Contact Name:	<input type="text"/>
Preferred Language:	<input checked="" type="radio"/> English <input type="radio"/> Français

I acknowledge that I have read and understood completely the following waiver.

Important Safety and Confidentiality Notice!

The information contained in this web site is intended for use by individuals possessing an adequate background of electrical, electronic and mechanical appliance repair. Any attempt to repair a major appliance may result in personal injury and property damage. Do Not attempt the repairs described on this web site if you do not understand fully the actions described or the risk involved.

The information contained in this Web Site is GE/mabe Confidential and Proprietary and cannot be disclosed to third parties without your first obtaining mabe/GE's prior written consent. Your breach of this obligation may result in your being barred from using this site, terminated as a mabe Authorized Servicer and/or subject to civil liabilities and penalties.

Yes No

Model Search

Enter a model number

As you enter your model number, a search will begin against the model database and return the results below. If you see your model in the list below, move your mouse over it and click to select it.

Recent searches performed will show here. Just click on the model to retrieve the model information.

The screenshot shows the 'mabe' website header with navigation links for 'my profile', 'elearning', 'forum', and 'cal'. Below the header is a search bar with 'product search' and 'advanced search' tabs. The search input field contains 'GCV' and a 'FIND' button. Below the search bar, a 'SEARCH RESULTS' section lists several model numbers with 'View' links: GCVH6260FGG, GCVH6260FWW, GCVH6260HWW, GCVH6400JWW, and GCVH6600HBB. A 'MY RECENT SEARCHES' section shows two recent searches for 'rtc' on 01/20/2009 and 01/19/2009. At the bottom of the search results are links for 'EMAIL', 'SERVICE LOCATOR', 'HELP', and 'CONTACT US'. On the right side of the page, there are links for 'News' and 'Events'.

If you entered a partial model number, it will return a listing of the closest matches. Select the model you require and click on the See More link.

Returned results

Click this link to select your model

Multiple pages returned. Click here to move to other pages.

The screenshot shows the search results page for the query 'GCVH'. The search bar at the top left contains 'enter model number' and a 'FIND' button. The search results are displayed in a list format. The first result is for 'GCVH6260FGG', the second for 'GCVH6260FWW', and the third for 'GCVH6260HWW'. Each result includes a small image of the appliance, the model number, and a description: 'King Size 3.7 Cu. Ft.(I.B.C.) Capacity Front Load Washer'. A 'SEE MORE' link is provided for each result. The page also shows pagination links: 'page 1 2 3 next'. A 'SEA RCH' badge is visible in the top left of the results area. At the bottom left, there are links for 'EMAIL', 'SERVICE LOCATOR', 'HELP', and 'CONTACT US'. The callout boxes provide instructions on how to interact with the results and navigate between pages.

Model Information Page

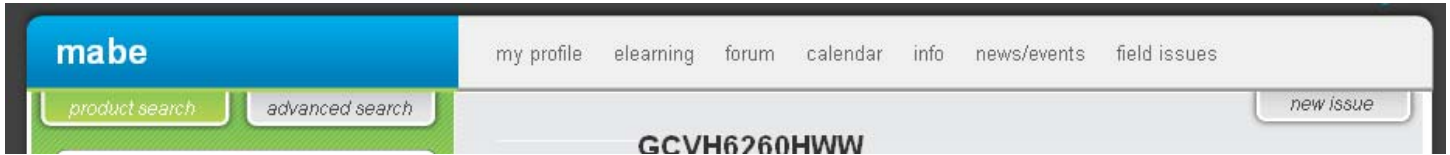
This page provides links to all information available on the selected model. Just click on the item you require and you will be able to view it on line.

The screenshot shows the mabe website interface. At the top, there is a navigation bar with links for 'my profile', 'elearning', 'forum', 'calendar', 'info', 'news/events', and 'field issues'. Below this is a search bar with 'product search' and 'advanced search' tabs, and a 'FIND' button. A 'NEW ISSUE' button is also present. The main content area is for model GCVH6260HWW, a King Size 3.7 cu.ft. (I.E.C.) Capacity Front Load Washer. It features a product image, a 'Click to Download' section with links for 'Mini-Manual PDF', 'Use and Care Guide', and 'Installation Guide', and a 'Quick Specs' section. Below these are tabs for 'MANUALS', 'PARTS', 'sLETTERS', 'SPECS', and 'ISSUES'. The 'MANUALS' tab is active, showing a list of documents: 'Installation Instructions (2007)', 'Use and Care Guide (2007)', 'Service Manual 1 (2007)', 'Service Manual 2 (2007)', and 'Mini Manual (2007)'. On the left side, there is a 'MY RECENT SEARCHES' section with a table of search history and a 'CONTACT US' section with links for 'EMAIL', 'SERVICE LOCATOR', 'HELP', and 'CONTACT US'.

Tabs

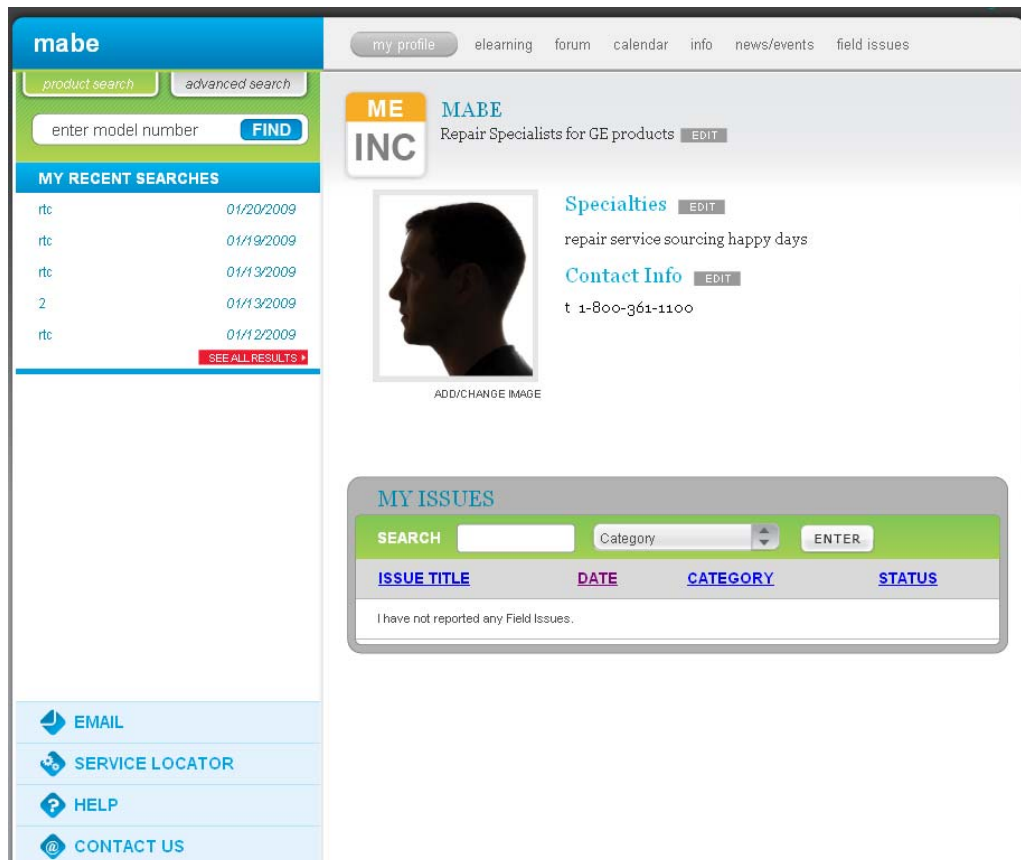
- Manuals – manuals found here include Service Manuals, Use and Care, Installation, Minimanuals, Wiring Diagrams
- Parts – this tab has a parts listing for the selected model. A search by product description is available. Any parts that have service letters generated will have a link to that service letter.
- sLetters – Service letters that apply to the selected model will be listed.
- Specs – Product sales specifications will be listed here – ie warranty , dimensions, features, cycles, install requirements etc.
- Issues – this will list issues for this model called into the techline.
- Authorized servicers and techline only – new issue tab will allow you to enter a new issue for the selected model

Main Menu



- My Profile – link to the servicers profile page
- elearning - online tutorials for appliance repair
- forum – blog conversations with other Canadian servicers
- calendar – events and training courses will be advertised here – online registration
- info – business tools – warranty summary, policy and procedure manual, fault code manual, serial number production
- news/events – mabe and appliance industry news and events
- field issues – for technical support team use only
- product search – main model search
- advanced search – keyword search on service letters, fault code search by product, search by part number for models it is used on, service manuals by product

My Profile



This page allows you to put your company information on the site. This will show when a search is done to locate a servicer. Several edit buttons allow you to customize this page.

- **Add Change Image** – clicking on this link will allow you to upload a picture or a business card which will display on this page. Most file types are accepted – JPEG, GIF etc
- **Company Description** - the edit button under your company name opens a text box to enter a description of your company
- **Specialties** – this edit button opens a text box to enter the services your company provides
- **Contact Info** – this edit button opens 4 fields to enter your phone, cell, fax and email information

Authorized Servicers

Below your profile information is a listing of issues you have opened with the tech line. You will also be able to generate an issue to send to the technical support group.